TriFIT 620

Setup Guide

Version 4.9
061227

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Section 1: Unpacking and Assembling

In this section

- The TriFIT System
- Computer Requirements
- Packing Lists
- Unpacking and Assembling the TriFIT 620 System

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Requirements and Recommendations

The TriFIT 620 evaluation system is designed to work with your existing computer to gather, process, interpret and display fitness and wellness data. The TriFIT was designed to be used by exercise professionals and physical educators.

These items are necessary to operate the TriFIT 620 System:

- Pentium 233 or equivalent PC or faster
- 32 MB RAM (64 MB recommended)
- 2X CD-ROM drive or faster
- Available serial port
- Sound card and speakers (not necessary, but recommended)
- 110v Power outlet to power the 700iu box
- Printer

These items are recommended to operate the TriFIT 620 System:

- Private/quiet environment for fitness testing
- Cool temperature (72°F), moderate humidity and good air circulation (fan recommended for bike & treadmill testing).
- Telephone with outside line for emergency access and technical support.
- Flat, firm surface for the platform/scale.

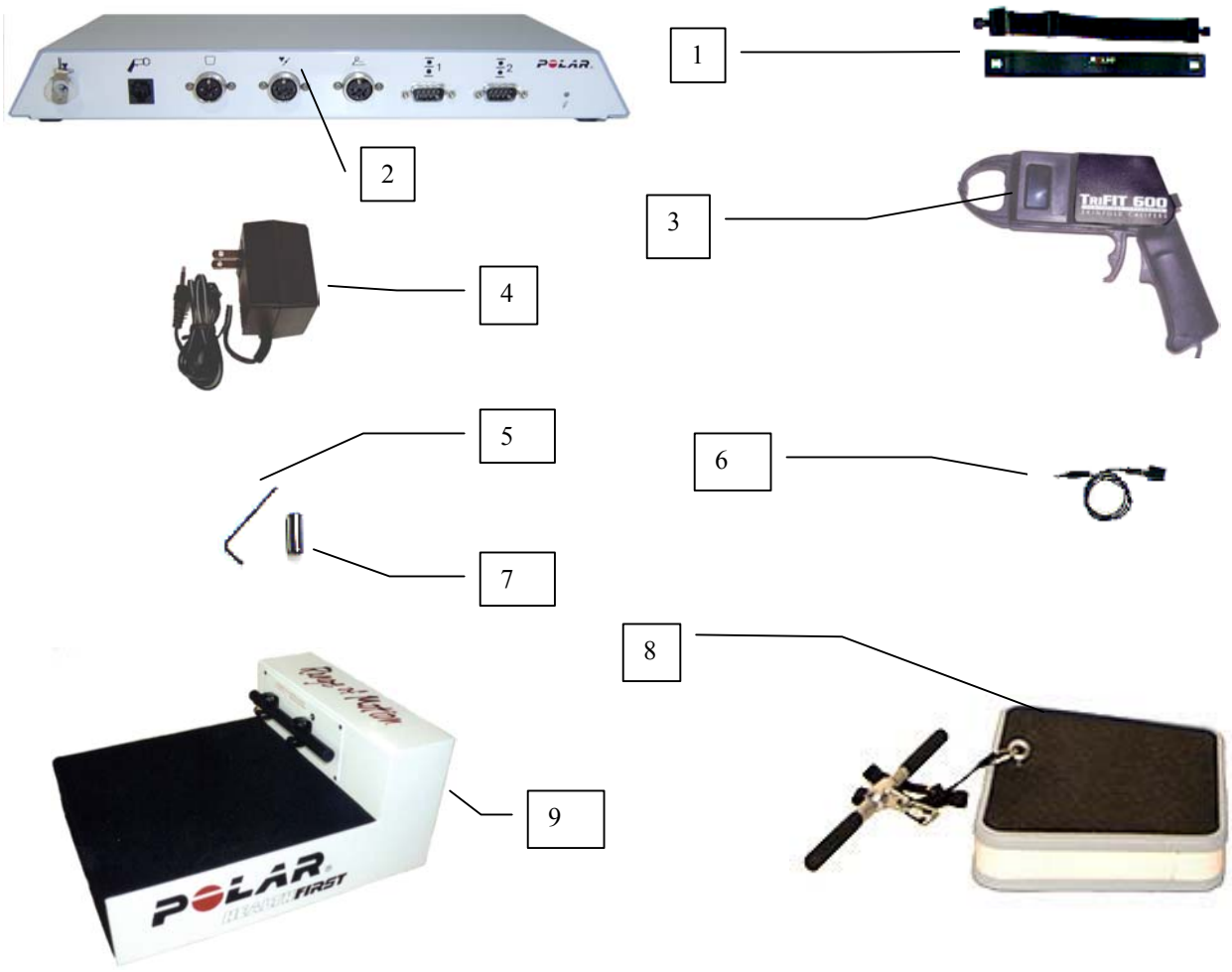
Receiving Your 620 Unit

IMPORTANT !
If any item was damaged in shipment, report the damage within 24 hours to the shipping agent that delivered your system. *You must hold the original carton and damaged item for inspection* – otherwise no claim can be honored by the shipping agent or by Polar/HealthFirst.

Packing List

The following is a list of all the items which are included with your system:

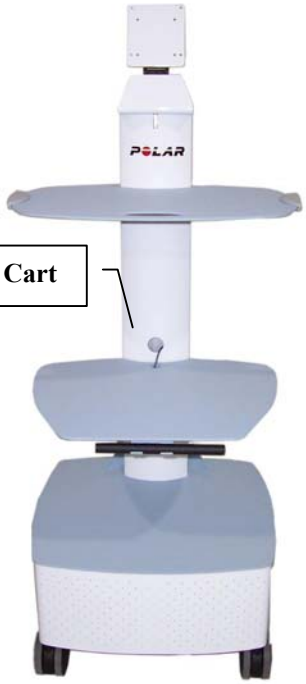
1. Polar heart rate transmitter belt and elastic strap
2. 700iu box
3. Integrated Skyndex Skinfold calipers (Lange calipers an optional upgrade)
4. 700iu box Power Module
5. Allen wrench (for removing R.O.M. unit from Sit & Reach housing)
6. Heart rate receiver and 8’ cable (if no bike was purchased). If bike was purchased, the receiver is installed in the bike at the factory.
7. Skinfold calibration dowel: 25.4mm in length
8. Platform/scale with strength handle and strap
9. TriFIT 620 Sit & Reach/Range of Motion (ROM) unit. If a TriFIT cart upgrade was purchased, the ROM unit is included in the cart
10. 6’ USB 2.0 A male to B male cable (not shown here), for CPU/IU connection
11. Polar/HealthFirst Corporation TriFIT Fitness Assessment software (CD-ROM)



Hardware Upgrades

- Monark 828E Bicycle Ergometer (includes Polar Heart Rate Interface Unit)
- Magnum Bike (with serial/USB hook up into computer)
- Trackmaster treadmill (includes 15 foot treadmill interface cable and treadmill interface in TriFIT software) (Treadmill not shown here)
- Lange interactive skinfold calipers
- Blood Pressure. Includes a TriFIT blood pressure device installed in the 700iu box at the factory and three blood pressure cuffs (small, medium, large).
- TriFIT Medical Grade Cart: Use the cart with your own computer, monitor, keyboard, mouse and printer.

Monark 828 w/ Heart Rate/RPM Interface unit



TriFIT Cart

Magnum Upright Bike

Tanita BF-350 Bioimpedance scale

Lange Skinfold Calipers

Blood Pressure
The Polar TriFIT Blood Pressure Unit is factory installed in the 700IU box.

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Optional Software Modules

- Health Risk Appraisal (HRA) module
- Group Report module
- Meal Planner
- Template Builder
- Network Version (2-5, 10, 25, 99 user license)
- Nutritional Analysis (Nutritionist Pro)

Available Accessories

- Additional Polar heart rate transmitter belt
- Additional Polar elastic belts (available in small and XL)
- Marketing package for Fitness Centers/Health Clubs

Section 2: Installing Your TriFIT 620

In this section

- Hardware Installation
- Optional Equipment Setup
  - Monark Bike
  - Blood Pressure
  - TriFIT Cart
- Software Installation
- Licensing the TriFIT software
- Setting up TriFIT Software defaults

I. Hardware Installation

Once all components are unpacked and the recommended connections and environment are available, you are ready to start setting up your TriFIT 620.

Step 1

Plug one of the USB to USB cable ends into the USB connector on the back of the TriFIT 700iu box. If you are using a serial cable to connect the TriFIT 700iu box to your PC, then plug the male end of the serial cable into the serial port of the 700iu box.

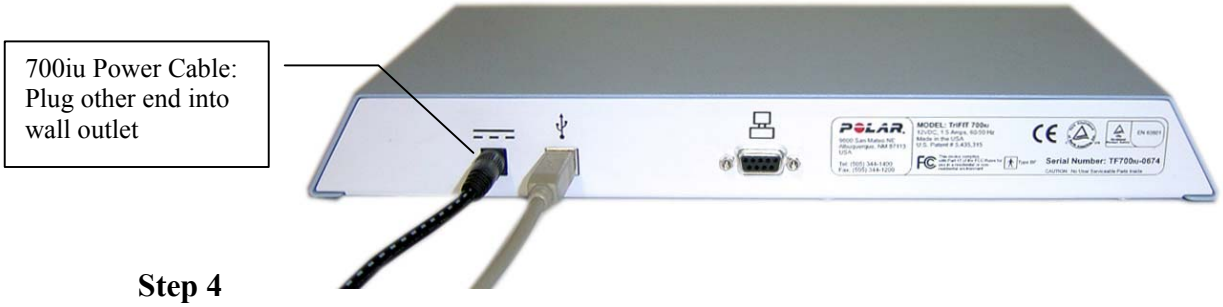
If using the USB to USB connection, then one end goes into the 700iu box and one end goes into the PC USB.
An optional Db-9 serial cable can be used in place of the USB cable

Step 2

Plug the other end of the USB to USB cable into a USB port of the PC or laptop. If you are using the serial connector, plug the female end of the db-9 cable into an available 9-pin serial port of your computer.

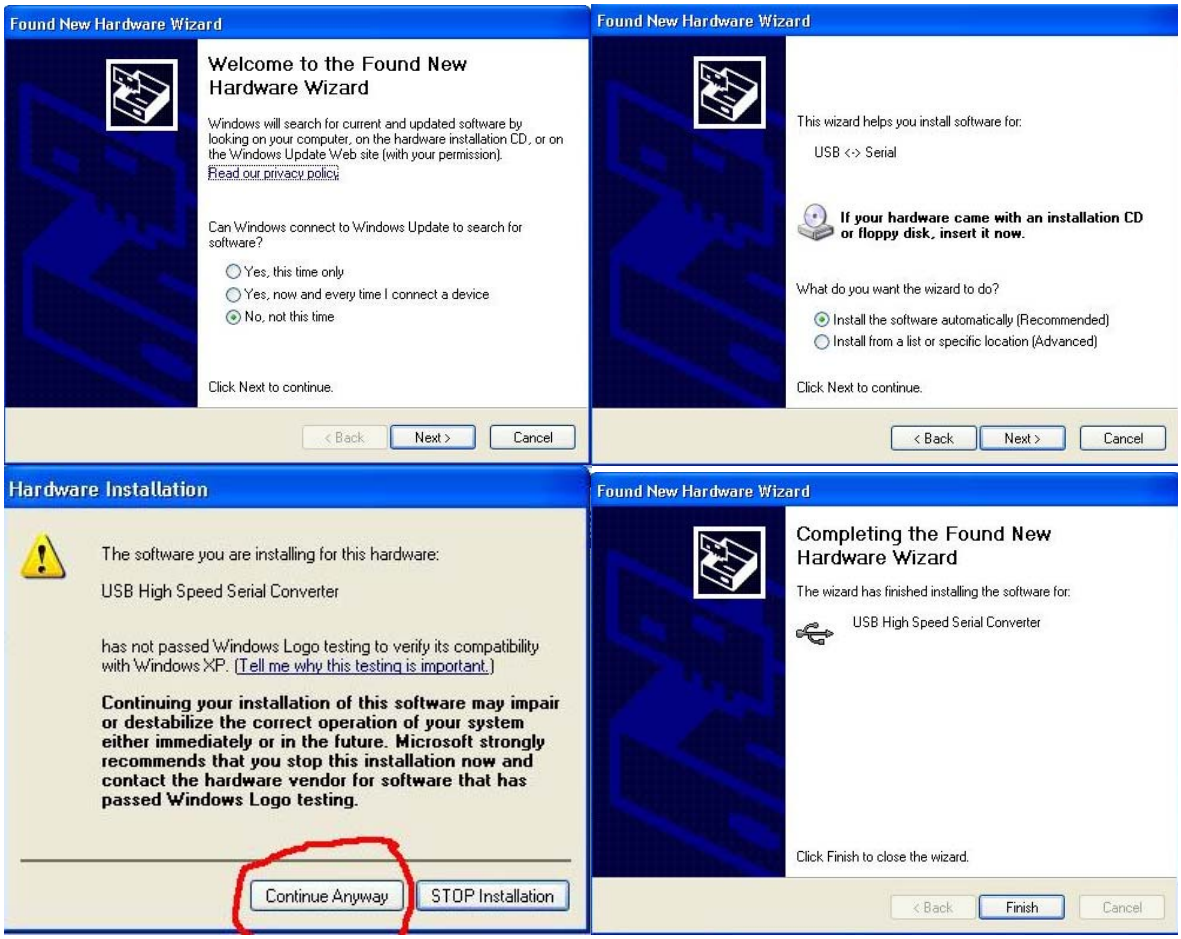
Step 3

Plug the TriFIT 700iu power into a wall outlet and then into the TriFIT 700iu unit. (If using the TriFIT cart upgrade, the 700iu power plugs into the power strip in the CPU Compartment)



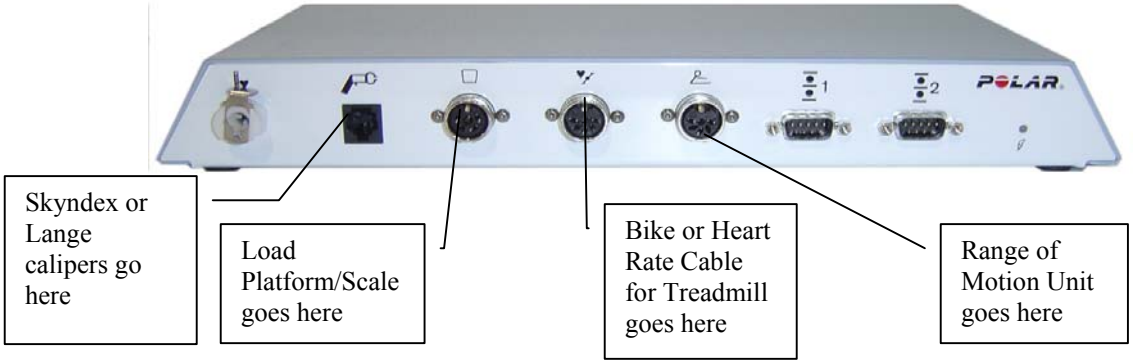
Step 4

The green light indicates the unit is getting power. In order for the box to work with the PC via USB to USB cable, the drivers will have to be installed. The 'Found New Hardware Wizard' should appear on your PC once the USB cable is connected to your PC and the 700iu box. Before proceeding with the wizard, you will want to insert the TriFIT/BodyAGE cd into the cd drive of your PC. Follow the wizard accordingly:


Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel
Found New Hardware Wizard
This wizard helps you install software for:
USB <-> Serial
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel
Hardware Installation
The software you are installing for this hardware:
USB High Speed Serial Converter
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation
Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
USB High Speed Serial Converter
Click Finish to close the wizard.
< Back
Finish
Cancel

Step 5

Now you are ready to plug the testing devices into the TriFIT 700iu unit. They each have unique connectors, so you cannot plug the wrong device into the wrong connector.


Skyndex or Lange calipers go here
Load Platform/Scale goes here
Bike or Heart Rate Cable for Treadmill goes here
Range of Motion Unit goes here

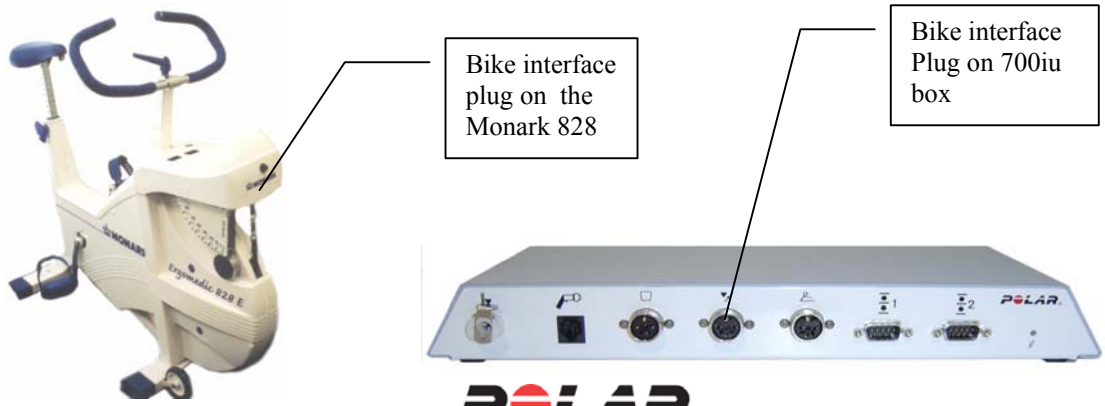
Step 6 –Platform Setup

- Attach the "C" connector on the strength strap assembly to the strength handle. Make sure it is tightened all the way.
- Check the strap for any wear or defects before each use, as this could cause injury to the client being tested on the Biceps Strength Test.

II. Optional Equipment Setup

Monark Bike

If a Monark 828E was purchased with your TriFIT 620 system, you will receive a Bike interface cable. This cable plugs into the 700iu box where it is labeled ***bike*** and plugs into the connector on the front cover of the Monark 828 Bike. Refer to the Instruction manual that came with the Monark 828 for setup instructions. To calibrate the bike and setup defaults for the TriFIT, see the next sections.



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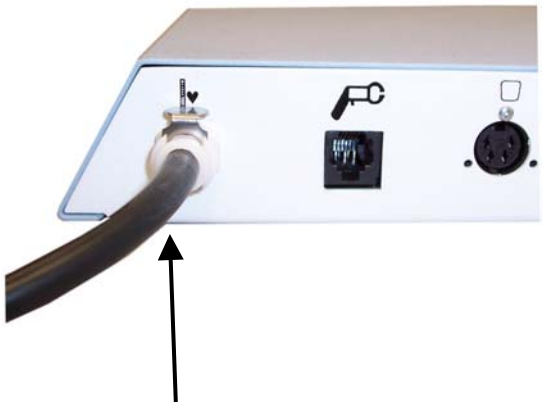
Blood Pressure

If a Blood Pressure option was purchased, you will receive 3 cuffs; a Small, Standard and X-Large.

To install the blood pressure connector into the 700iu box, firmly snap in the white or black plastic connector as shown here.

You will need to set some defaults in the TriFIT software to work with the Blood Pressure unit in the next section.



Tanita BF-350 Bioimpedance

If a Tanita BF-350 Bioimpedance scale is purchased with your TriFIT 620 system, you will receive a null modem serial cable that plugs into either one of the device ports on the 700iu box or the back of the computer. You will need to set the Body Compostion Defaults under Environments (they only appear if you are licensed for Tanita) to the correct serial port (or device Port), see the section on Body Composition Defaults. Before using the Tanita with the TriFIT System it will need to be in **Remote mode**:

Step 1: When the unit is switched off, press the [ZERO/RESET] and [ON/OFF] keys simultaneously. NOTE: The default setting is off.

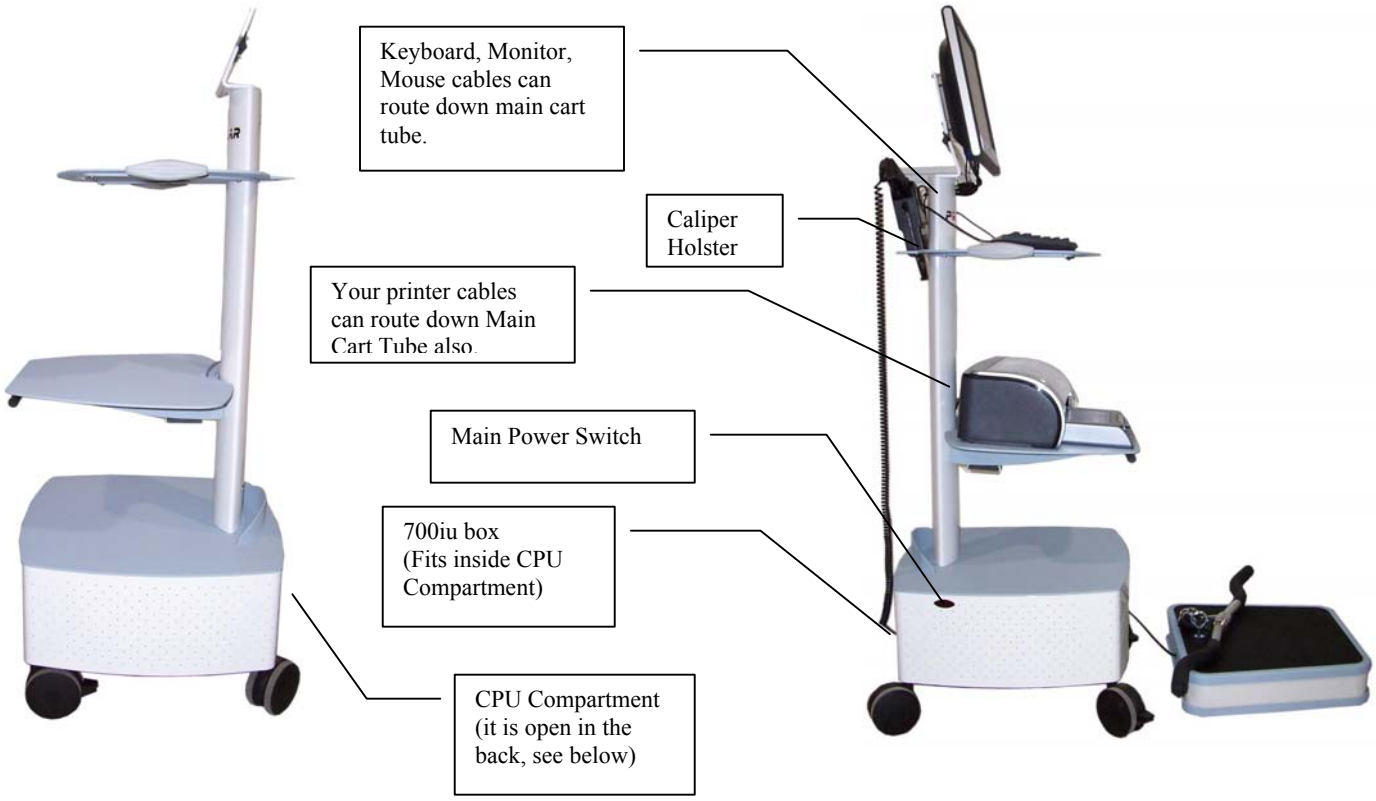
Step 2: Switch Remote mode on and off by pressing the up or down arrows. ON: Enables the Remote mode, OFF : Disables Remote mode.

Press [SET] to confirm. Only 'rS' will appear (standby screen). NOTE: To switch off Remote mode, start from the beginning again and select 'OFF' as Step 2

TriFIT Cart

A cart can be purchased with the TriFIT 620 so you may use your own computer, monitor, keyboard and mouse. Follow the instructions in the previous Section 2: Installing your TriFIT 620-Hardware Installation to connect the TriFIT 700iu to your computer.

The cart is pre-wired for the most common connectors for computer peripherals. If you purchased a cart with your TriFIT 620 system, the 700iu box is attached to the top of the CPU compartment at the factory as shown below right.


Keyboard, Monitor, Mouse cables can route down main cart tube.
Caliper Holster
Your printer cables can route down Main Cart Tube also.
Main Power Switch
700iu box (Fits inside CPU Compartment)
CPU Compartment (it is open in the back, see below)

Power Strip Can be turned on & off with external main switch on cart (shown above on left side of the cart).

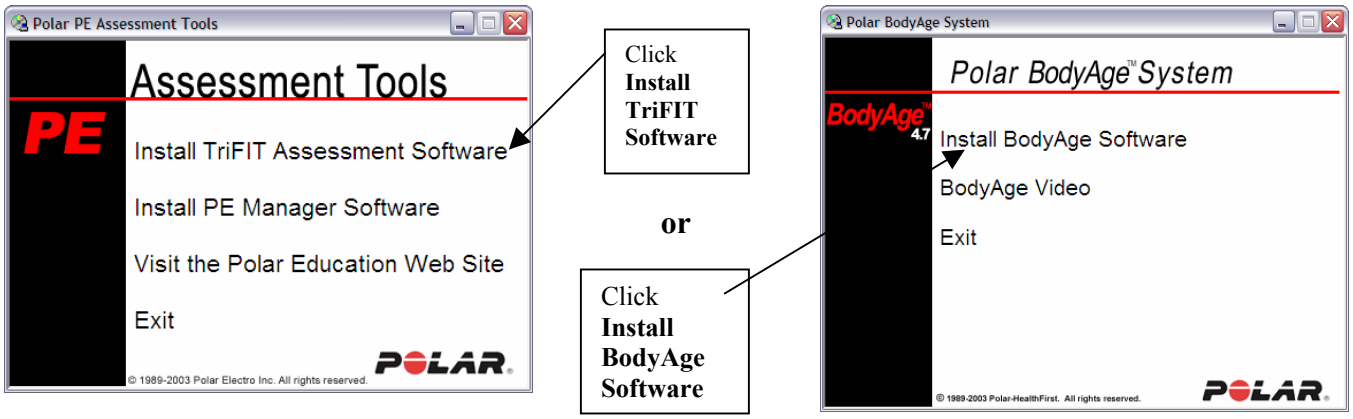
Common desktop computer installed in the CPU Compartment of the cart (back view). Most commonly used connectors and wires are included. The wires from the peripherals of the CPU come down the main cart Tube and connect to the back of the CPU. The CPU with the 700iu box on top fits nicely in the compartment.

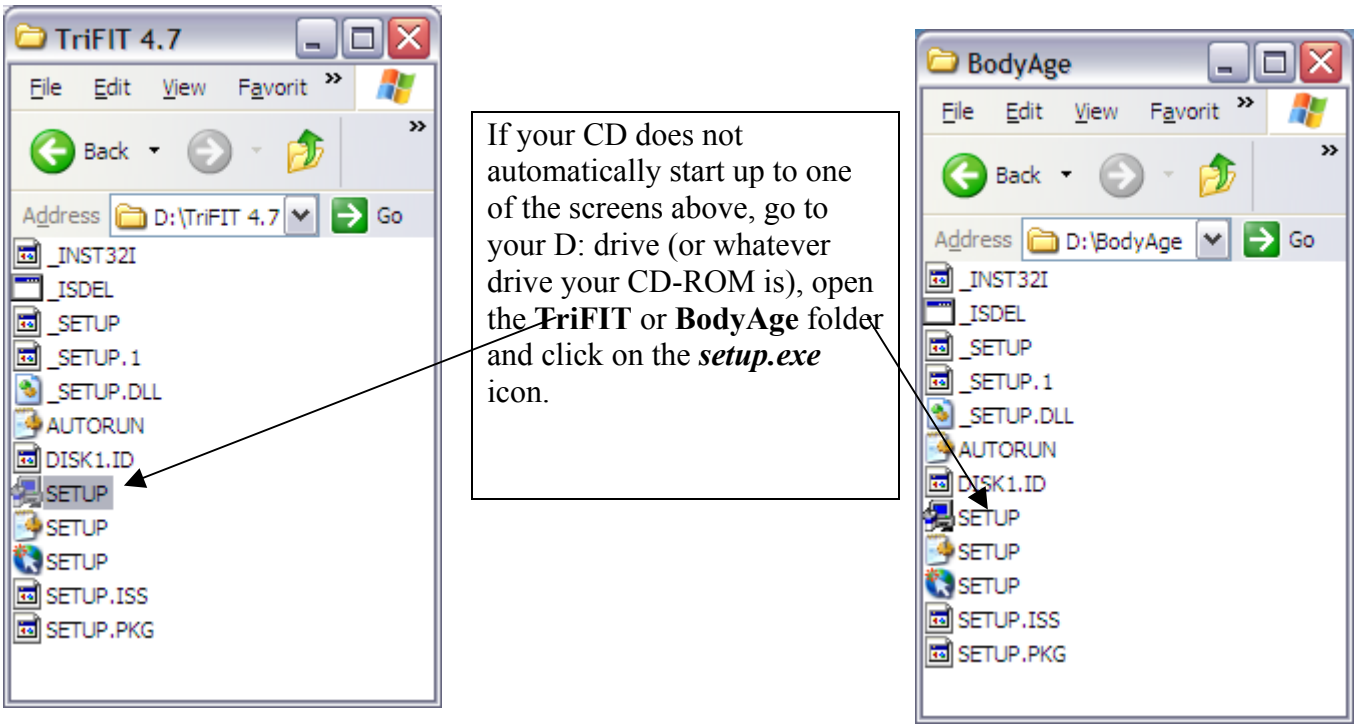
III. Software Installation

Once the TriFIT 620 system hardware is setup up, you are now ready to begin the software installation and setup.

Step 1

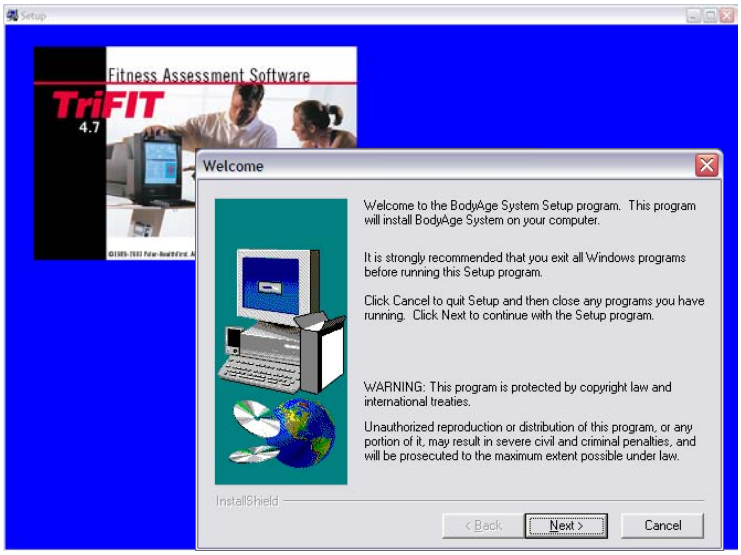
Insert the TriFIT CD-ROM into the CD-ROM drive of your computer. After a minute, a screen will pop-up. Your screen will look like one of the screens below. Click on ***Install TriFIT Software*** or ***Install BodyAge Software***.





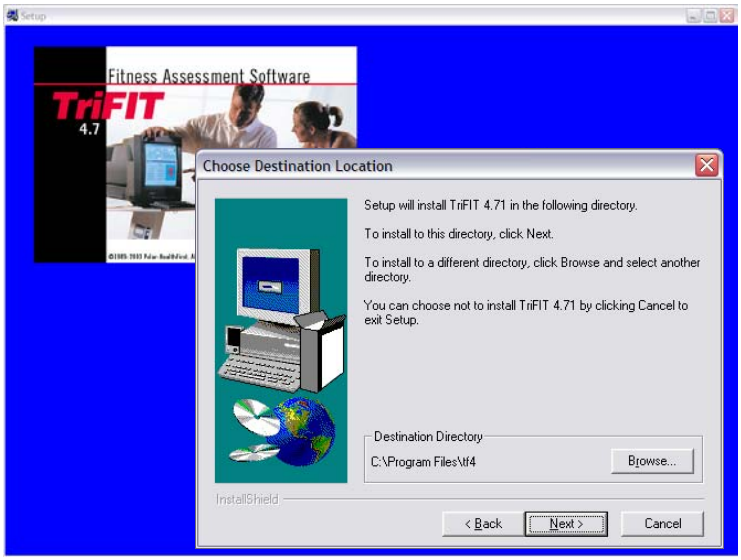
Step 2

Click ***Next>*** to begin installation.


Setup
Fitness Assessment Software
TriFIT
4.7
Welcome
Welcome to the BodyAge System Setup program. This program will install BodyAge System on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
InstallShield
< Back
Next >
Cancel

Step 3

Click ***Next>*** to install in the C:\Program Files\TF4 directory.
(Keeping the default is recommended)


Setup
Fitness Assessment Software
TriFIT
4.7
Choose Destination Location
Setup will install TriFIT 4.71 in the following directory.
To install to this directory, click Next.
To install to a different directory, click Browse and select another directory.
You can choose not to install TriFIT 4.71 by clicking Cancel to exit Setup.
Destination Directory
C:\Program Files\tf4
Browse...
InstallShield
< Back
Next >
Cancel

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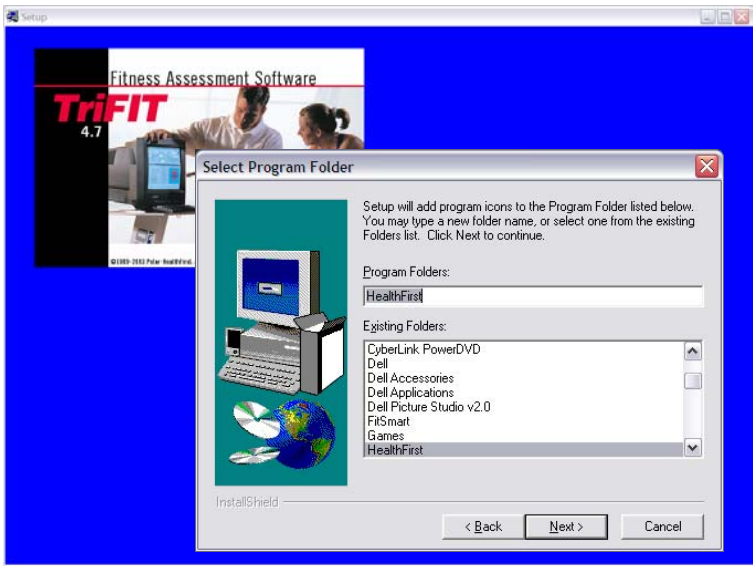
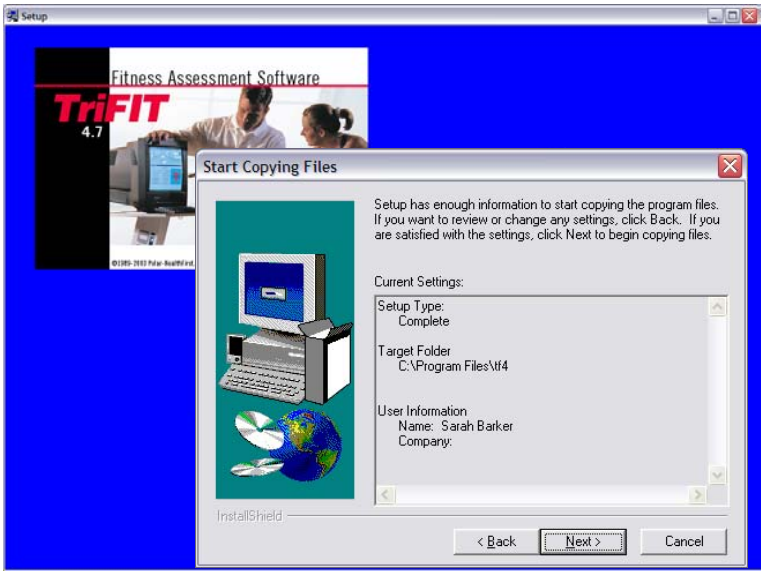
Step 4

Click ***Next>*** again.
(Keeping the default is recommended)



Step 5

Click ***Next>*** to start copying the files.



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Step 6

Keep the selected option of ***Yes, I want to restart my computer now***.

You MUST Re-Start in order for TriFIT to function properly.

Setup
Fitness Assessment Software
TriFIT
4.7
Setup Complete
Setup has finished copying files to your computer.
Before you can use the program, you must restart Windows or your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
InstallShield
< Back
Finish

Once it has re-started, open the TriFIT software by clicking on the HealthFirst TriFIT Heart Icon on your desktop.

Click ***Continue>***

Note: This screen will not appear once you are licensed from Polar/HealthFirst (next step).

If you do not call to license the software, when the demo hours run out, you will be unable to use your TriFIT 620 system.

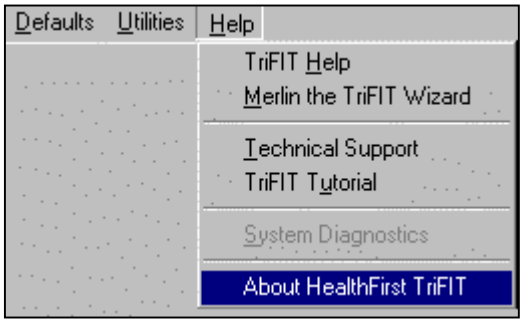
IV. Licensing the TriFIT 620 Sytem

You must call Polar/HealthFirst to license your TriFIT software

> ***Call 800-717-2070 and say you are a customer and would like to license your TriFIT 620 System.***

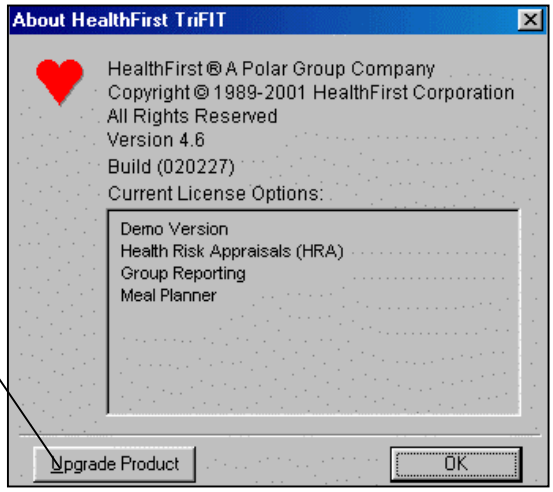
Step 1

You will be asked to go into the ***Help*** on the main menu and then to ***About HealthFirst TriFIT***



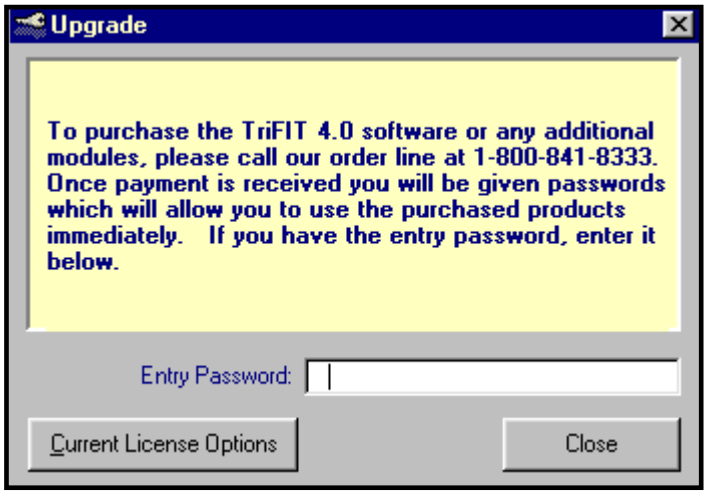
Step 2

Click ***Upgrade Product***



Step 3

You will be given an entry password. Type this in making sure to use the correct case. The Polar/HealthFirst technician will walk you through the rest of the licensing. Once the licensing is complete, proceed to Setup Defaults.


Upgrade
To purchase the TriFIT 4.0 software or any additional modules, please call our order line at 1-800-841-8333. Once payment is received you will be given passwords which will allow you to use the purchased products immediately. If you have the entry password, enter it below.
Entry Password:
Current License Options
Close

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Networking the TriFIT 620 System

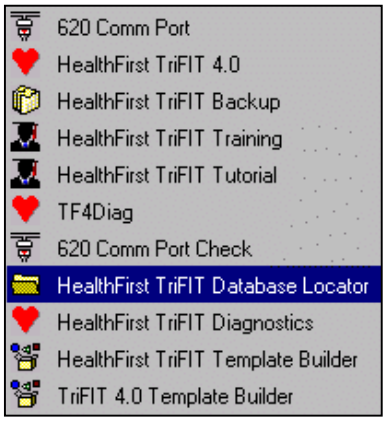
To network your TriFIT 620 system to other computers, whether they are another TriFIT 620 system, just TriFIT software or a full TriFIT 700 system, the same instructions apply.

You can designate one TriFIT computer as the "Server" and all the other TriFIT systems on your network as "Clients". The Server has the database that all the other TriFIT's will be sharing. The shared database can be on a computer that TriFIT is not installed on as well. Since network hardware and software can vary widely the following sequence below is offered as a general guideline.

1. Make sure the TriFIT program is installed on the computer you decide to make the server. Again, a TriFIT machine may be used as the server for all the other TriFIT clients.

2. Install the network license on the server by calling 800/717-2070 to be licensed over the phone. (see previous section for licensing over the phone)

3. Run the ***Program HealthFirst TriFIT Database Locator*** (DBLocate.exe) from every TriFIT client computer you want to share the database with.



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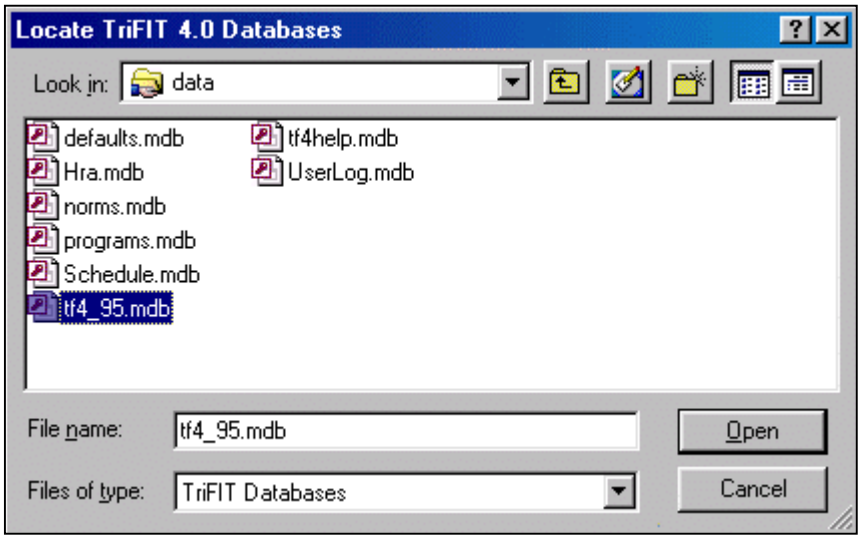
4. To start, go to ***Start/Programs/HealthFirst/TriFIT (or BodyAge)Database Locator***. Browse to the Data folder on the machine you wish to be the server (C:Program Files\TF4\Data) and click on the ***TF4_95.mdb*** file.

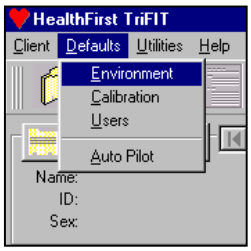


5. After clicking on TF4_95.mdb, you will get this message ***Data Path Has Been Set Successfully!***

6. Repeat for every computer running TriFIT.

NOTE: TriFIT should **NOT** be running while installing licensing or running the TriFIT Database Locator Program (dblocate.exe)

V. Setup Defaults for your TriFIT 620 System

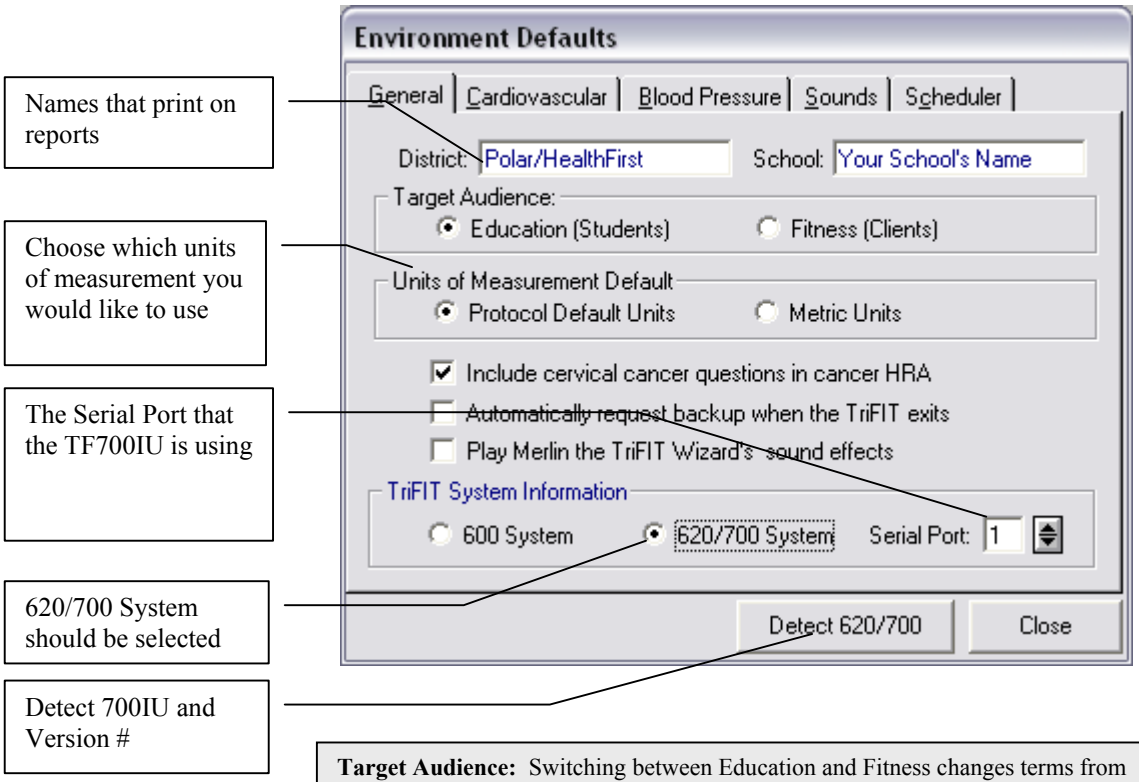


General Defaults

To set up the TriFIT software to work with your TriFIT 620, go to Defaults/Environment.

On the Environments Defaults Screen:

- ***620/700 System*** should be selected **NOT 600**.
- Complete the Company Name or District Name and Facility Name or School Name. These will be printed on the Cover Sheet of the reports you generate and at the bottom of each report page.
- The units of measurement can also be changed to strictly Metric units or the default units for each test protocol.
- Click the ***Detect 620/700*** button.



Target Audience: Switching between Education and Fitness changes terms from Students to Clients and User Field descriptions from Teacher and Period to Trainer and Referral, etc. **WARNING**: This will change the fields and may prevent sorting. Change this only if you are sure this is what you want.

Pressing F1 at any time while in the TriFIT software will activate the on-line help.

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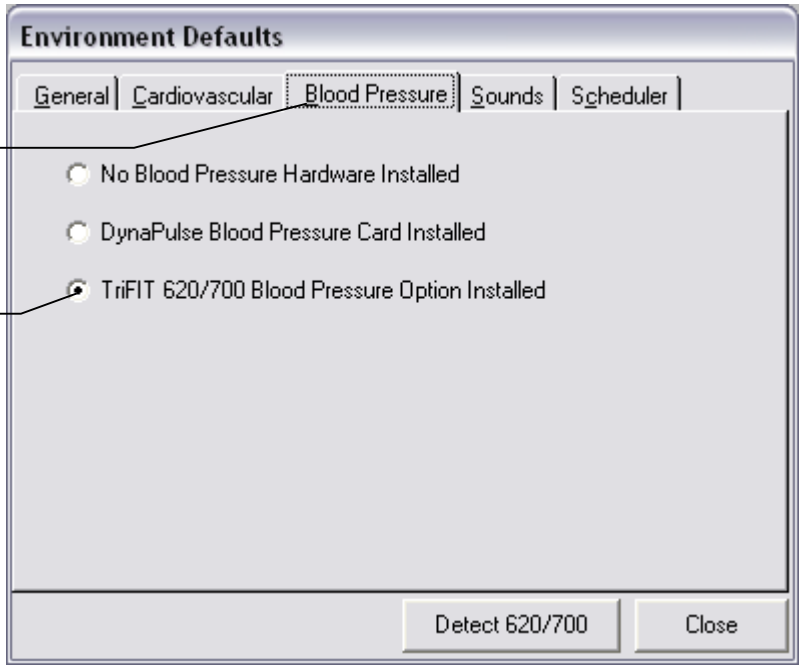
Blood Pressure Defaults

The Blood Pressure Defaults have been factory set, but if for some reason they have been re-set, follow these instructions. If you do not have the Blood Pressure option, go to the next section.

Step 1

While still in Defaults/Environment, click on the Blood Pressure Tab.

Select ***TriFIT 620/700 Blood Pressure Option Installed***.

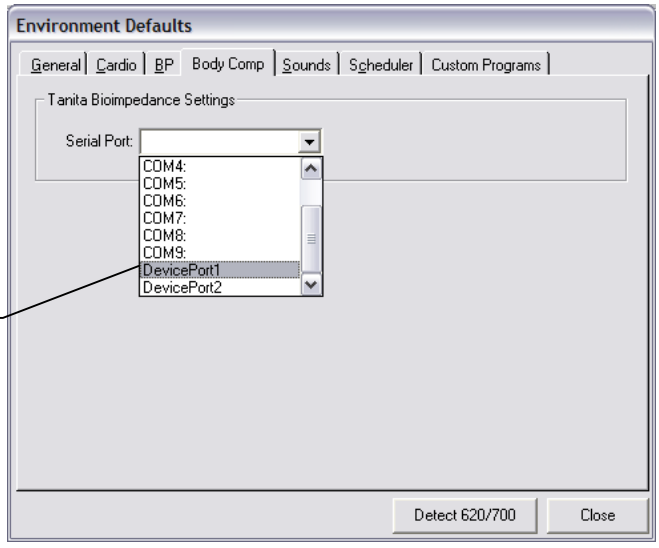


Body Composition Defaults

If you are licensed for the Tanita Bioimpedance, another tab will appear called Body Composition:

Make sure the Tanita scale is set to Remote Mode (see the TriFIT Assembly section for more info) and turned on.

Select the Device Port # or Com port that the null modem cable from the Tanita is plugged into.



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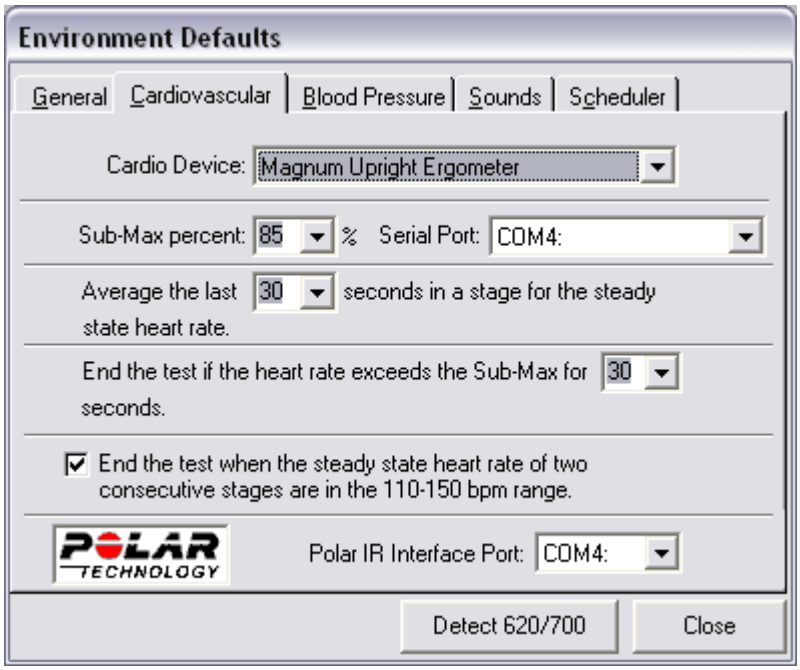
Cardiovascular Defaults

While still in the Environment Defaults, click on the Cardiovascular Tab. Select the Cardio Device that you will be using and select the Serial Port that it is connected to. It is recommended to keep all other defaults.

- **The Sub-Max Percent** default is 85%. The test will end when the client achieves 85% of their max heart rate as estimated from 220-age.
- **Average the last 30 seconds** in a stage for the steady state heart rate is default. This is to get as close to the clients steady state HR by taking the last 30 seconds rather than the entire 3 minute stage.
- **End the test if the heart rate** exceeds the Sub-Max for 30 seconds is default. This is a buffer system to account for spikes in the heart rate and to avoid stopping the test before the client actually gets to the 85% of the estimated Max HR.



The Monark bike may need to be mechanically calibrated and will be covered in the next section, or refer to the Monark 828 Instruction Manual.

Section 3: Operation of Your TriFIT 620

In this section

- Recommendations for the operating staff
- Turning on the system power
- Windows desktop
- Shutting down the system
- Setting up for first time use
- Calibration
- Testing recommendations
- Staff training
- Transporting the system

Recommendations for Staff

- It is recommended that **ALL OPERATORS** have a ***basic understanding of Windows operating system.*** If not, it is recommended that the primary operator take a course in the basic operation of Windows.

- Polar/HealthFirst Corporation recommends that **ALL OPERATORS** complete the entire TriFIT 4.0 tutorial and Video Training. The tutorials can be accessed from the icons that are installed on the desktop of the TriFIT computer.

- Polar/HealthFirst Corporation recommends that the operator of the TriFIT 620 be certified in CPR and hold a certification from the American College of Sports Medicine (ACSM), American Council on Exercise (ACE), or other national fitness certification organization.

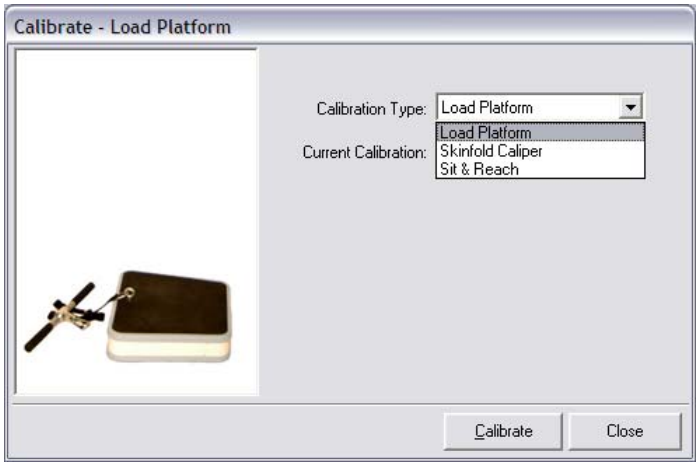
***Pressing F1 at any time while in the TriFIT software will activate the on-line help.**

Calibration

There are 3 components to calibrate on the Standard TriFIT 700 system:

- Load Platform (which calibrates both scale and strength test)
- Skinfold caliper
- Sit & Reach

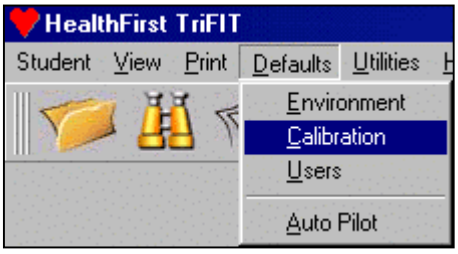
The Monark 828 Bike is an optional upgrade that may need to be calibrated. It will be covered at the end of this section.



*Pressing F1 at any time while in the TriFIT software will activate the on-line help.

Platform Calibration

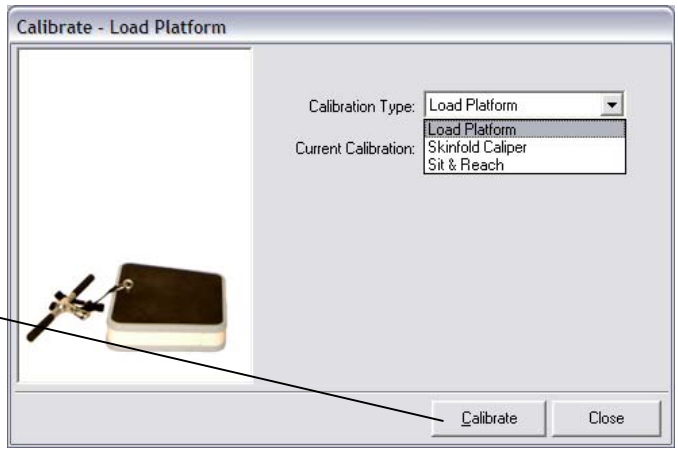
1. Select “Defaults” from the Main Menu
2. Select “Calibration”



3. Select Load Platform

   click Calibrate

Click ***Calibrate***



4. Make sure nothing is on the scale and click Next>

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5. Have someone step on the scale that knows their exact weight. (For instance, have someone who weighs between 150 lbs. and 190 lbs. * weigh themselves on a known good scale. Use them and their recorded weight as the 'Known weight' for calibrating the Healthfirst scale.)

Calibrate - Load Platform
· Place a known weight on the platform (150 min)
· Enter the known weight
· Click 'Next' to proceed
Weight (lbs):
Next >
Cancel

6. The correct calibration constant is between 0.40 and 2.0. Select another item to calibrate or click the close button.

*It is best to use a person that knows their exact weight and weighs between 150 and 190lbs to calibrate the scale, as weight plates are not always the exact weight as printed on them. The weight scale is accurate to within 1lb.

**A better calibration will result if two people calibrate the platform-one standing on the platform and the other types in the weight.

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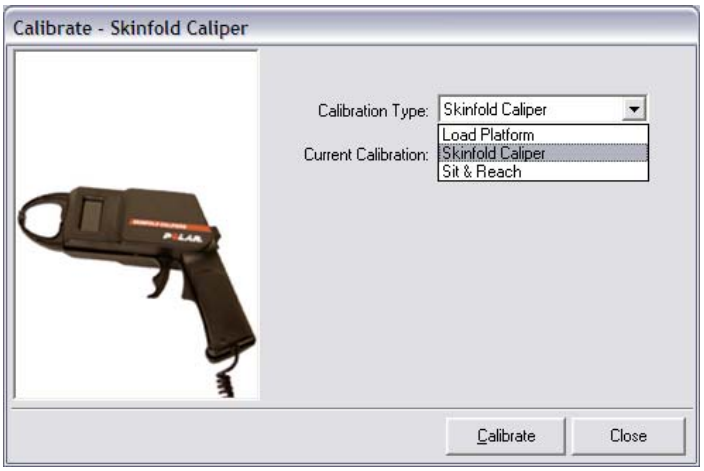
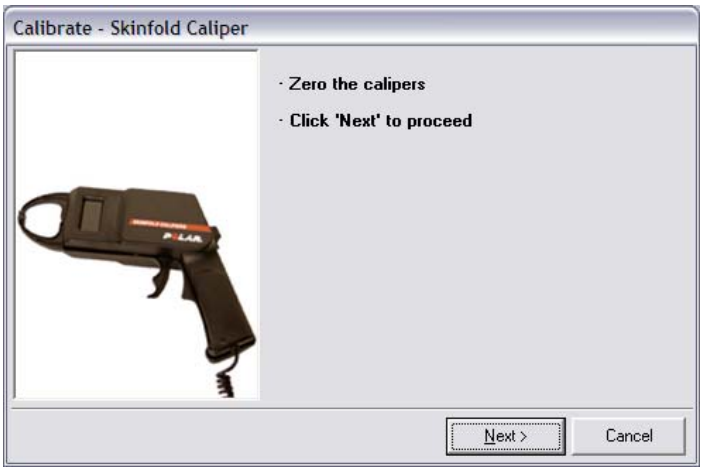
Skinfold Calipers

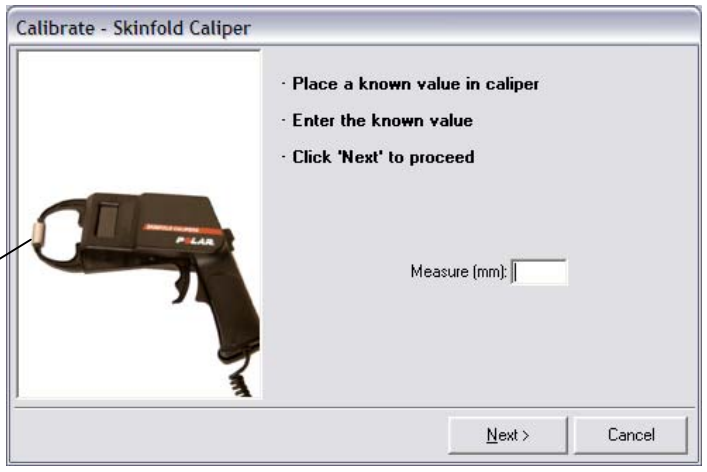
1. Select Skinfold Caliper



2. Make sure the caliper jaws are closed and click next.
(An upgraded Lange caliper is shown in the calibration wizard)



3. Put the calibration dowel in the jaws of the calipers lengthwise. The length of the calibration dowel is 25.4mm. Type this value in the box and click Next>



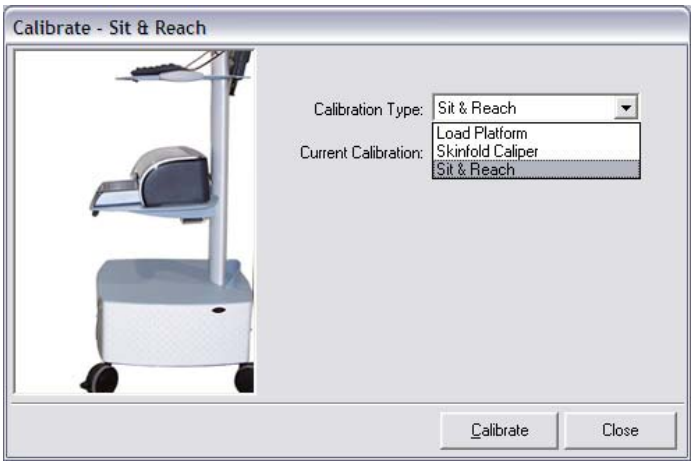
Calibration dowel lengthwise (25.4mm)

4. The correct calibration constant is between 14.00 and 17.00 for the Skyndex and between 18.00 and 22.00 for the Lange calipers.

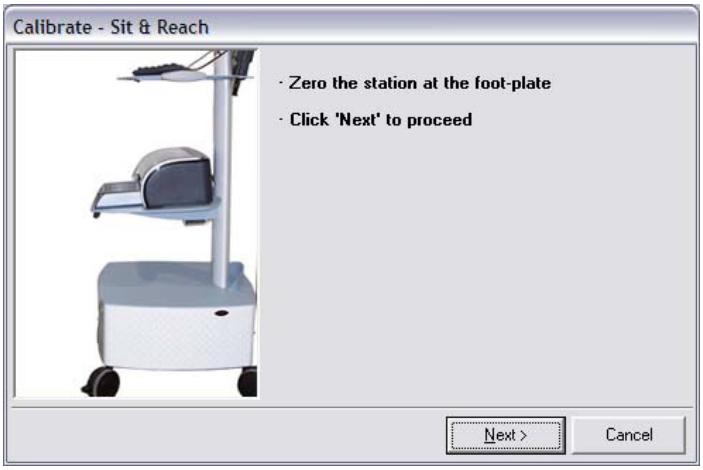
MORE INFORMATION: For more information on how to properly perform an accurate skinfold measurement, see the "Taking Accurate Skinfolds" Tutorial.

Range of Motion

1. Select Sit & Reach
   Click Calibrate.
   The portable Sit & Reach station calibrates the exact same as the 700 system.



2. Pull the handle slowly out to the foot plate and click the Next> button.



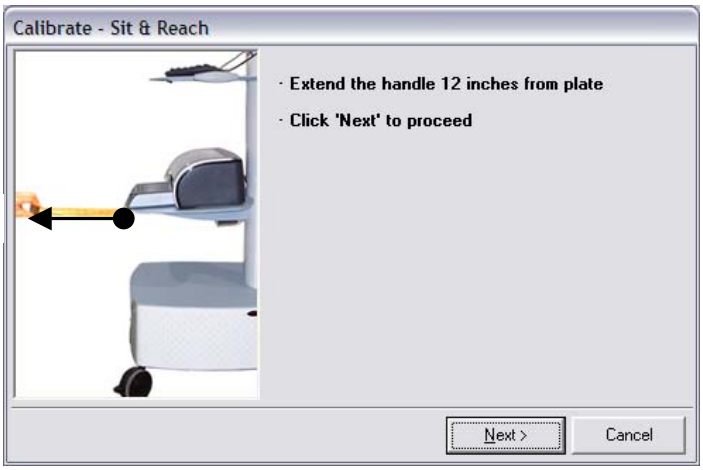
3. Pull the handle out exactly 12” (30cm if using metric units) PAST the footplate*, then click Next>.

   The correct calibration constant is between 0.35 and 0.75.

   12”

   * You must have a 12” ruler when performing this calibration.

   Note: It is easier and typically more accurate to use two people when calibrating the Range of Motion.



WARNING: Use care when pulling out and returning the handle. Do not pull the handle out too far and when a client has finished the test be careful they do not let go of the handle and let it snap back. This is a delicate measurement device.

Monark 828 Bike

Once the bike is assembled, there are 2 adjustments that need to be made to insure accuracy of a sub-max bike ergometer assessment.

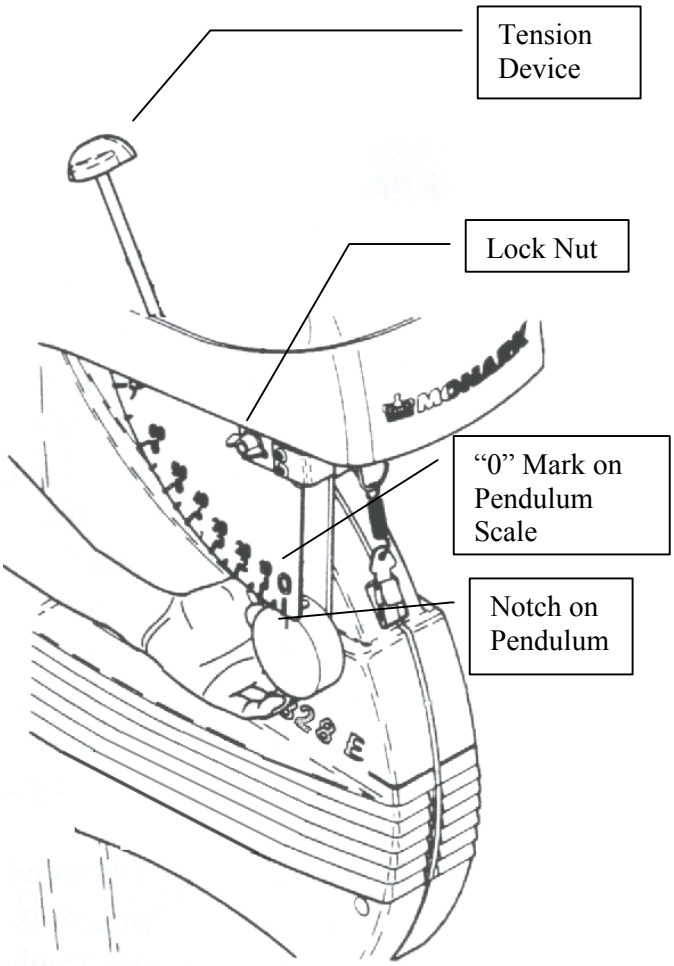
1. ***Zero Adjustment of the Pendulum Scale***
2. ***Calibration of Pendulum Scale***

Zero Adjustment of the Pendulum Scale

1. Remove the transport tape from the pendulum. Loosen the tension device so the brake belt feels loose. Check that the pendulum is hanging in a vertical position. The notch on the pendulum weight should now be aligned with the "0" on the Pendulum Scale.

2. If the pendulum notch does not line up with the "0" on the Pendulum Scale, loosen the lock nut and change the position of the Pendulum Scale so that it lines up with the notch on the pendulum weight. Tighten the lock nut after the adjustment.

3. When adjusting the resistance during a bike test, always use the side scale and not the one on top of the unit next to the electronic speedometer.



Calibration of Pendulum Scale

1. Loosen the tension device so the brake belt feels loose.

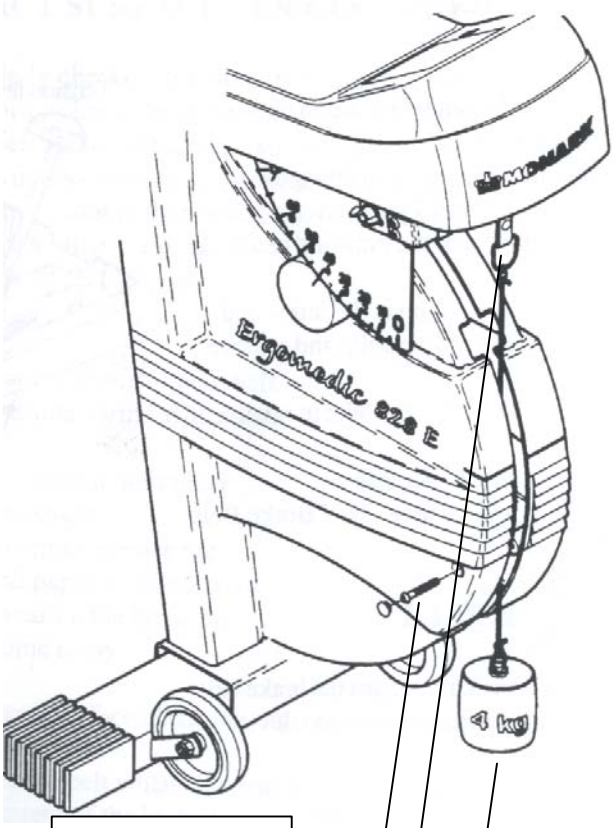
2. Make sure the "0" on the pendulum scale lines up with the notch in the Pendulum. (see previous page)

3. Detach the front screw in the frame covers.

4. Fasten a 4KG weight at the balancing spring. A 10 lb.weight plate is 4.5KG- and this can be used if a 4KG weight is not available.

> **NOTE**: The weight should not be less than 3KG. Take the left cover a little to the side so the weight cord hangs between the covers.

5. When correctly set, the Pendulum Scale should read the same as the weight. If using a 10 lb. weight, the scale should read 4.5 KP.

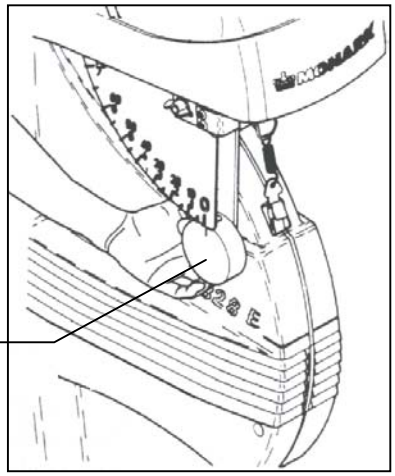


Frame Cover Screw

Balancing spring (attach the weight here)

4KG Weight (10 lbs = 4.5 KG)

6. If the pendulum scale is not lining up with the weight being hung (4.5KP), adjust the pendulum weight so that the notch on the pendulum lines up exactly with the scale (4.5KP). To adjust the pendulum weight, use hex key provided with the bike. Loosen the screw at the back of the pendulum and slide the small adjustment weight up or down.



Pendulum Adjustment Weight
Loosen the hex screw on the back side of the pendulum. Loosen the screw and slide the adjustment weight up or down then tighten the screw.

Check the calibration of the pendulum weight once a year or when needed.

Section 4: Training & Registration

In this section

- Testing Recommendations
- Training Recommendations
- Registration

Testing Recommendations

When exercise testing a client or student you must consider the testing battery order. For example: if a cardiovascular test is given first, then a blood pressure measurement is taken, the blood pressure measurement will be affected by the cardiovascular test.

The following is the recommended testing order:

- Enter client data: ID #, Name, age, address, and User field information.
- Medical History Questionnaire
- Par-Q (Physical Activity Readiness Questionnaire)
- Informed Consent
- Resting blood pressure and heart rate
- Body weight and height
- Girth Measurements
- HRA (Health risk appraisal questions)
- Body fat assessment
- Strength test
- Flexibility test
- Cardiovascular test

Step By Step Training for the TriFIT 620

The following training steps are mandatory before testing any clients, students or patients. The operator should have a thorough understanding of the function of the system before exercise testing. Any new TriFIT operators should follow the procedures outlined below.

Step 1

On-Screen Tutorial and Video Training

For on-screen training of the TriFIT system, simply open the TriFIT Tutorials on the desktop of your computer. These separate tutorials walk you through the main aspects of the program step-by-step. These will be very helpful in understanding the system and how to administer a proper and safe exercise test.

For more information online, including video clips of the basic functions and features of each product, visit the website at http://www.polarusa.com/education/teachercorner/tutorial.asp

Step 2

Practical Testing

Once you have completed the entire Tutorial and Video Training, you are ready to begin practicing using the equipment:

Write down the tests your facility wants to provide for its members or clients. Carefully consider which assessments to use and the order they will be administered. When the member or client returns for a re-test, it is important to use the same battery of assessments for comparing the data. Also, the data gathered in Group Reporting and Statistical Summary is more useful if the clients have been administered the same tests.

Test a minimum of three people on the TriFIT using the same protocols that will be used during an actual test. It is best to test individuals that will also be using the TriFIT System, so that you may share any new information and test administration tips.

Step 3

Warranty and Technical Support Information

Your Technical Support and Warranty will be activated once Polar/HealthFirst ships the TriFIT 620. You will by contacted by a Polar/HealthFirst customer service representative to answer any initial questions you may have.

It is strongly *recommended* that each person using the TriFIT 620 follow the recommendations for staff operation guidelines *BEFORE testing any clients or members.*

On-Site Training

Training at your facility is available by a Polar/HealthFirst trainer. For more information on training programs at your facility, call Polar/HealthFirst at **800-841-8333** or visit the website at www.polarusa.com.

EDUCATION TRAINING
K-12, College, University

As the Director of Customer Education Services for the Polar / HealthFirst Corporation, I am pleased to announce the availability of a comprehensive professional development training program utilizing instructional technology.

Since continuing professional development is the center of all educational progress, the Polar /HealthFirst training program offers a variety of instructional courses to meet your specific needs. The Polar /HealthFirst training program can accommodate both new and veteran staff members while adjusting to the ongoing needs of your program. A variety of training courses can be provided for any and all of Polar/HealthFirst products such as the TriFIT 620, 700 or TriFIT software, the Companion, PE Manager and the Wellness Center. Our goal is to provide top quality professional development in order to create competent and successful customers.

Yours in health and fitness,
Jess Biggs, M.S.
Director of Customer Education
Polar / HealthFirst

Section 5: Support

In this section

- Troubleshooting
- Technical Support
- Returns
- Warranty
- Software license agreement

Troubleshooting

If an error message appears on the screen during normal operation, print the error and fax to Polar/HealthFirst Corporation Technical Support at 505/344-1200. To print a fax technical request form from TriFIT, go to Help and Technical Support. Complete the form and click print. You can then fax this form for quicker response to your question.

On-Line Peripherals

PLATFORM
Platform is giving low or high readings

1. Re-calibrate (Defaults/Calibration) being sure to follow the instructions on the screen exactly.
2. Use a person who has a known weight between 150 and 190lbs.
3. Make sure the person DOES NOT step on the scale before it is zeroed. This will cause the platform to be mis-calibrated.
4. Make sure the person stands very still. Any movement from side to side will cause a mis-calibration.
5. Go to a test and perform an actual body weight with the same person that was used to calibrate the scale. The weight should be within two pounds.
6. If the weight is not within two pounds, re-calibrate and re-measure the body weight.
7. If the weight is still varying by more than two pounds, call the Polar/HealthFirst Corporation Technical Support Line (505-344-9679).
8. Write down any error codes, as this will be helpful in correcting the problem.

CALIPERS
On-Line Calipers are giving inaccurate readings

1. Re-calibrate as instructed on the screen. (Defaults/Calibration).
2. Go into a 3-site Skinfold test.
3. Zero the calipers.
4. Place the 25.4mm calibration dowel in the jaws of the calipers lengthwise.
5. Press the “Measure” switch on the calipers.
6. The reading on the screen should be within 24.5mm and 26.0mm. Do this 3 times and note each reading.
7. If the readings are not within 24.5mm and 26.0mm, re-calibrate and repeat.
8. If the dial on the calipers do not read exactly 25.4mm when the dowel is in the calipers, do not worry! The dial on the caliper is not as accurate as the digital reading being sent to the computer.
9. If still not within the above values, call the Polar/HealthFirst Corporation Technical Support Line (505-344-9679).

SIT & REACH (Range of Motion)
Range of Motion handle is not retracting

1. If the ROM handle is not retracting, the internal mechanism needs to be repaired by Polar/HealthFirst service personnel.
2. Remove the ROM unit from the Sit & Reach station using a 5/32" Allen wrench provided with your system.
3. Remove the only the 2 silver colored upper screws, DO NOT remove the smaller lower black colored screws.
4. Unplug the ROM cable from the TriFIT 700iu box.
5. Remove the ROM unit.
6. Contact Tech Support for information on repairing your Range of Motion.

Range of Motion is inconsistent

1. Re-calibrate ROM (Defaults/Calibration) according to the instructions on the screen. **It is much easier and more accurate to calibrate the ROM with two people.*
2. Enter into a client test and perform another Sit and Reach test.
3. When the screen prompts to "Zero the System", pull the handle out exactly 12" from the foot plate and press the Enter key.
4. Return the handle slowly to the foot plate and allow the TriFIT to take the reading.
5. The measurement should be within ½ " of 12".
6. If the measurement is not within ½", re-calibrate and repeat.
7. If still not within ½", call the Polar/HealthFirst Corporation Technical Support Line (505-344-9679).

If an error message appears on the screen during normal operation, print the error and fax to Polar/HealthFirst Corporation Technical Support at 505/344-1200. To print a fax technical request form from TriFIT, go to Help and Technical Support. Complete the form and click print. You can then fax this form for quicker response to your question.

For additional technical support, check on the web at www.polarusa.com

Technical Support

During the first year after delivery, you are entitled to physiology and software technical support. After the first year, you can purchase the Priority Plan, entitling you to unlimited tech support and any software updates that become available. After the first year of free technical support, non-Priority Plan members will be charged $40.00 per incident plus hardware or software costs. Our staff is fully knowledgeable on physiology, testing protocols and procedures as well as operation of the TriFIT 620 system.

Contacting Polar/HealthFirst Corporation Technical Support

You can find some answers to questions on any of our software by going to :

www.polarusa.com/education/teachercorner/tutorial.asp

You can also reach us by phone, *but before calling Technical Support*:

1. Be able to tell us your facility name and product.
2. Have your question or problem written down as clearly as possible along with the exact error codes, which may appear on your screen. Be sure to explain exactly which tests or screens you were using before this error occurred.
3. It is helpful to fax any data in question (i.e.; results from tests, specific printing questions, etc.)
4. Be at your system when you call.

Voice (505) 344-9679
Fax (505) 344-1200
E-mail support@polarusa.com

Return Authorization

Before sending any parts back to Polar/HealthFirst Corporation for return, repair or warranty, you must arrange for Return of Materials Authorization. Credit card information or Purchase Order with a completed Polar credit application must accompany the part(s) being returned.

- Call ***505-344-9679***, to obtain a Polar Return for Repair Form.
- You will be issued an ***RMA number***.
- ***Write this number on the address label*** next to your return address. Be sure to include the completed Polar Credit Application form.
- Write down a brief description of the problem, your name, return address and include it in the box.
- Also, please read the next paragraph on packing returns properly.

Packing Returns

It is very important to pack any item being returned to Polar/HealthFirst properly. Most items are electronic and somewhat fragile, especially the computer and monitor. Please follow these guidelines when returning any part to Polar/HealthFirst:

- For all items, pack in a corrugated box and pad with Styrofoam peanuts, wadded papers or foam.
- UPS and other commercial shippers may require double boxing electronic components for insurance claims to be honored. Check with your shipping agent for more information.

Polar/HealthFirst Corporation Warranty

Warranty

Polar/HealthFirst Corporation, warrants its equipment for one year from the date of shipment. This warranty is limited and is in lieu of all other warrants expressed or implied. Within the warranty period, Polar/HealthFirst Corporation will repair or replace, without charge, any parts, which become defective due to material or workmanship.

Accessories, components and major sub-assemblies of Polar/HealthFirst Corporation's systems not manufactured by Polar/HealthFirst Corporation (i.e., Bike Ergometer) will be warranted according to the terms of the original manufacturer. This warranty shall not apply to any part or parts of the system if it has been altered, repaired or misused through negligence; nor does this warranty cover replacements or repairs necessitated by loss or damage resulting from any cause beyond the control of Polar/HealthFirst Corporation, including but not limited to acts of God, acts of Government and labor disputes.

The above warranty provisions do not apply to any "consumer products" in that the products described herein should not and are not normally used for personal family or household purposes as same is defined in the Maganison-Moss Warranty – Federal Trade Commission Improvement Act, 15 U.S.C. 2301, et seg,.

Extended Warranty

The warranty may be extended an additional year (total of two) within 30 days of the equipment delivery for ten percent (10%) of the purchase price.

Priority Plan
Polar/HealthFirst Corporation provides one year of free technical support for TriFIT 620 customers. Customers have the option of renewing their Priority Plan subscription which guarantees on-going support and technical assistance annually. As a Polar/HealthFirst Corporation Priority Plan subscriber, you get the following benefits:
Automatic software maintenance upgrades.
A 15% or more discount on all NEW Polar/HealthFirst Corporation software product releases.
PRIORITY TOLL FREE telephone assistance for Polar/HealthFirst Corporation hardware, software and physiology questions.

Non-plan members will be charged a minimum of $40.00 per incident for support questions.
Enrollment Fee: **TriFIT 620 $490**

License Agreement

Important
By using this software you accept the following terms of this License Agreement. If you do not agree with these terms, you should not use the software and promptly return it for a refund.

Ownership
Polar/HealthFirst Corporation retains the ownership of this copy of the enclosed software package. It is licensed to you for use under the following conditions.

Grant of License
You may only concurrently use the enclosed software on the number of computers for which this license grants (for example, single-user version licenses one concurrent usage; five-user network version licenses five concurrent usages). If the number of users of the software exceeds the licenses, you must have a reasonable process in place to assure that the number of persons concurrently using the software does not exceed the number of licenses.

Network versions of the software may be combined to build larger networks (for example, two five-user versions may be combined to form a ten-user network). You may add a single-user version to an existing network configuration to increase the number of network licenses (for example, you may add a single-user version to a five-user network version to build a six-user network).

Restrictions
You may not copy the documentation or software except as described in the installation section of this manual. You may not distribute, rent, sub-license or lease the software or documentation, including translating, decompiling, disassembling, or creating derivative works. You may not reverse-engineer any part of this software, or produce any derivative work. You may not make telecommunication transmittal of this software.

Termination
This license and your right to use this software automatically terminates if you fail to comply with any provision of this license agreement.

Rights
Polar/HealthFirst Corporation retains all rights not expressly granted. Nothing in this license agreement constitutes a waiver of Polar/HealthFirst Corporation's rights under the U.S. copyright laws or any other Federal or State law.

Limited Warranty (software)

If you discover physical defects in the media, Polar/HealthFirst Corporation will replace the media or documentation at no charge to you, provided you return the item to be replaced with proof of payment to Polar/HealthFirst Corporation during the 90-day period after having taken delivery of the software.

Polar/HealthFirst Corporation excludes any and all implied warranties, including warranties of merchantability and fitness for a particular purpose and limits your remedy to return the software and documentation to Polar/HealthFirst Corporation for replacement.

Although Polar/HealthFirst Corporation has tested the software and reviewed the documentation, POLAR/HEALTHFIRST CORPORATION MAKES NO WARRANTY OF REPRESENTATION, EITHER EXPRESSED OR IMPLIED, WITH RESPECT TO THIS SOFTWARE OR DOCUMENTATION, ITS QUALITY, PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. AS A RESULT, THIS SOFTWARE AND DOCUMENTATION ARE LICENSED "AS IS" AND YOU, THE LICENSEE, ARE ASSUMING THE ENTIRE RISK AS TO ITS QUALITY AND PERFORMANCE.

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Some states do not allow the exclusion of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state.